

What is claimed is:

1. A session management apparatus managing a session of an information process through a network using a plurality of media, comprising:

a plurality of communications devices transmitting and receiving data of the plurality of media respectively;

a plurality of interface devices respectively corresponding to the plurality of media, respectively receiving session information from the plurality of communications devices, and generating unified session information corresponding to the received session information; and

an integral management device receiving the unified session information from each of said plurality of interface devices, and performing a process relating to session management on a session using two or more media among the plurality of media according to the received unified session information.

2. The apparatus according to claim 1, wherein

said integral management device performs a process relating to session management including a

start of the session using the two or more media,
identity management for the session, and a
disconnection of the session.

5 3. The apparatus according to claim 1, wherein
each of said plurality of interface devices
comprises a session information conversion device
converting the received session information into
the unified session information.

10 4. The apparatus according to claim 1, further
comprising
a process device performing an information
process while inheriting said unified session
15 information, wherein

said integral management device instructs said
process device to perform a process corresponding
to the unified session information.

20 5. The apparatus according to claim 4, wherein
said integral management device assigns a
plurality of session identifiers to a user
identifier of a user at a request to establish a
plurality of sessions from the user, manages the
25 plurality of sessions corresponding to the

09753699-010301

09753698-010301

plurality of session identifiers, and instructs said process device to perform a process corresponding to a selected session identifier, which is selected by the user from among the plurality of session identifiers, when unified session information including the selected session identifier is received.

6. The apparatus according to claim 4, wherein

said integral management device stores plural pieces of additional identification information corresponding to results of a plurality of individual information processes belonging to the session using the two or more media, and instructs said process device to perform a process based on a result of an individual information process corresponding to selected additional identification information, which is selected by a user from among the plural pieces of additional identification information, when unified session information including the selected additional identification information is received.

7. The apparatus according to claim 1, further comprising

a register device registering user information,
wherein

among said plurality of interface devices, an
interface device corresponding to a user-desired
5 available medium confirms a connection of the
available medium, and said register device
registers the available medium as the user
information when the connection of the available
medium is confirmed.

10 8. The apparatus according to claim 1, further
comprising:

a register device registering user information;
and

15 an authentication device performing user
authentication, wherein:

said plurality of media includes a voice
medium;

when a user requests use of the voice medium,
20 an interface device corresponding to the voice
medium among said plurality of interface devices
obtains voiceprint information of the user;

said register device registers the voiceprint
information as the user information; and

25 said authentication device performs user

09753698-010301

authentication of the user according to the entered voiceprint information when the user gains access.

9. The apparatus according to claim 1, further comprising

a process device performing a process relating to information search while inheriting the unified session information, wherein

said integral management device instructs said process device to perform a searching process corresponding to the unified session information.

10. The apparatus according to claim 9, wherein

said process device comprises a control device assigning plural pieces of history identification information to results of a plurality of corresponding searching processes belonging to the session using the two or more media; and

said integral management device instructs said process device to perform a re-searching process based on a result of a searching process corresponding to selected history identification information, which is selected by a user from among the plural pieces of history identification information, when unified session information

0953698.010301

including the selected history identification information is received.

11. The apparatus according to claim 9, wherein
5 said process device comprises:

a storage device storing a result of a latest searching process among results of a plurality of searching processes belonging to the session using the two or more media; and

10 a control device controlling for performing a re-searching process based on the result of the latest searching process when said integral management device instructs a searching process corresponding to the unified session
15 information.

12. The apparatus managing a session of an information process through a network, comprising:

20 a mail communications device transmitting and receiving data of an electronic mail medium;

a WEB communications device transmitting and receiving data of an WEB medium.

a voice communications device transmitting and receiving data of a voice medium;

25 a mail control device receiving session

09753698.010301

information from said mail communications device,
and generating unified session information
corresponding to received session information;

5 a WEB control device receiving session
information from said WEB communications device,
and generating unified session information
corresponding to received session information;

10 a voice control device receiving session
information from said voice communications device,
and generating unified session information
corresponding to received session information; and

an integral management device receiving the
unified session information from said mail control
device, said WEB control device, and said voice
15 control device, and performing a process relating
to session management of a session using two or
more media among the electronic mail medium, the
WEB medium, and the voice medium according to the
received unified session information.

20

13. The apparatus according to claim 12, wherein

said integral management device performs a
process relating to session management including a
start of the session using two or more media,
25 identity management for the session, and a

00753608-010301

disconnection of the session.

14. The apparatus according to claim 12, further comprising:

5 a process device performing a process relating to information search while inheriting the unified session information, wherein

said integral management device instructs said process device to perform a searching process
10 corresponding to the unified session information.

15. A session management apparatus managing a session of an information process through a network using a plurality of media, comprising:

15 a plurality of communications devices transmitting and receiving data of the plurality of media respectively; and

a plurality of interface devices respectively corresponding to the plurality of media,
20 respectively receiving session information from the plurality of communications devices, generating unified session information corresponding to the received session information, and performing a process relating to session management of a session
25 using two or more media among the plurality of

09753698.010301

media according to the unified session information.

16. The apparatus according to claim 15, wherein

5 said plurality of interface devices perform a process relating to session management containing a start of the session using two or more media, identity management for the session, and a disconnection of the session.

10 17. The apparatus according to claim 15, wherein

said plurality of interface devices cooperatively perform the process relating to the session management in a distributed manner according to the unified session information.

15

18. The apparatus according to claim 15, wherein

one of said plurality of interface devices representatively performs the process relating to the session management.

20

19. A session management apparatus for managing a session of an information process through a network using a plurality of media, comprising:

25 an issue device issuing session identification information using two or more media among the

plurality of media;

a management device performing consistent session management on the two or more media according to the identification information.

5

20. A computer-readable storage medium storing a program for a computer which manages a session of an information process through a network using a plurality of media, said program used to direct the computer to perform a process comprising:

10

receiving session information of each of the plurality of media through the network;

generating unified session information corresponding to the received session information;

15

and

performing session management of a session using two or more media among the plurality of media according to the unified session information.

20

21. The storage medium according to claim 20, wherein

said program instructs the computer to perform a process relating to session management containing a start of the session using two or more media, identity management for the session, and a

25

disconnection of the session.

22. A method of managing a session managing a
session of an information process through a network
5 using a plurality of media, comprising:

receiving session information of each of the
plurality of media through the network;

generating unified session information
corresponding to the received session information;
10 and

performing session management of a session
using two or more media among the plurality of
media according to the unified session information.

15 23. The method according to claim 22, wherein
said session management includes a start of the
session using two or more media, identity
management for the session, and a disconnection of
the session.

20 24. A session management apparatus managing a
session of an information process through a network
using a plurality of media, comprising:

a plurality of communications means for
25 transmitting and receiving data of the plurality of

09753698-010301
100010-8895260

media respectively;

a plurality of interface means for respectively
corresponding to the plurality of media,
respectively receiving session information from the
5 plurality of communications means, and generating
unified session information corresponding to the
received session information; and

integral management means for receiving the
unified session information from each of said
10 plurality of interface means, and performing a
process relating to session management on a session
using two or more media among the plurality of
media according to the received unified session
information.

15 25. A propagation signal propagating a program to a
computer which manages a session of an information
process through a network using a plurality of
media, said program used to direct the computer to
20 perform a process comprising:

receiving session information of each of the
plurality of media through the network;

generating unified session information
corresponding to the received session information;
25 and

performing session management of a session
using two or more media among the plurality of
media according to the unified session information.

09753698.010301